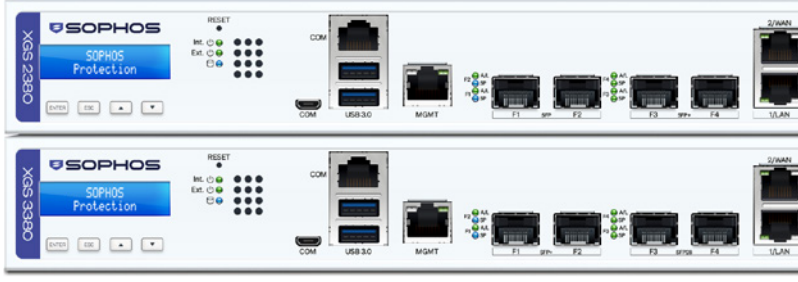
Operating Instructions

XGS 2380/3380



Foreword

We are pleased to welcome you as a new customer of our Sophos XGS appliances.

To install and configure the hardware appliance you can use the following documents:

- **Hardware Quick Start Guide:** Connection to the system peripherals in a few steps
- **Operating Instructions:** Notes on the security and commissioning of the hardware appliance
- **Sophos Firewall How-To Library:** Installing and configuring the software appliance

The Hardware Quick Start Guide and the Safety Instructions are also delivered in printed form together with the hardware appliance. The instructions must be read carefully prior to using the hardware and should be kept in a safe place.

You may download all user manuals and additional documentation from the support webpage at: sophos.com/support



Security Symbols

The following symbol and its meaning appears in the Hardware Quick Start Guide, Safety Instructions and in these Operating Instructions.

Caution and Important note. If these notes are not correctly observed:

- This is dangerous to life and the environment
- The appliance may be damaged
- The functions of the appliance will be no longer guaranteed
- Sophos shall not be liable for damages arising from a failure to comply with the Safety Instructions

Designed Use

The hardware appliances are developed for use in networks. XGS 2380/3380 models may be operated as a standalone appliance. The hardware appliance can be used in commercial, industrial and residential environments.

The XGS 2380/3380 models belong to the appliance group A.

The hardware appliance must be installed pursuant to the current installation notes. Otherwise failure-free and safe operation cannot be guaranteed. The EU declaration of conformity is available at the following address:

Sophos Technology GmbH
Gustav-Stresemann-Ring 1
65189 Wiesbaden
Germany

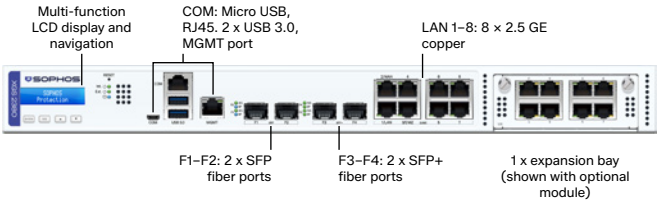
CE Labeling, FCC and Approvals

The XGS 2380/3380 appliances comply with CE, FCC, ISED, RCM, VCCI, BSMI, CB, UL, KC, Anatel and TEC

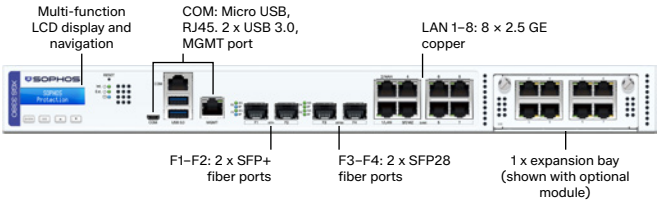
Important note: For computer systems to remain CE and FCC compliant, only CE and FCC compliant parts may be used. Maintaining CE and FCC compliance also requires proper cable and cabling techniques.

Operating Elements and Connections

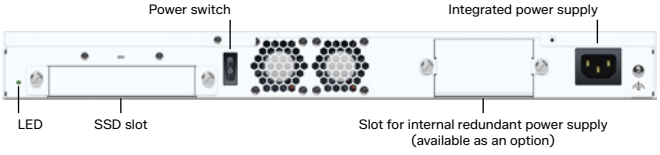
XGS 2380



XGS 3380



XGS 2380/3380



Interfaces (front)

LAN Ports	Type	Speed	Comment
1–8	RJ45	100 Mbps/1/2.5 Gbps	
F1–F2 (XGS 2380 only)	SFP	1 Gbps	Transceivers are sold separately.
F1–F2 (XGS 3380 only)	SFP+	1/10 Gbps	Transceivers are sold separately.
F3–F4 (XGS 2380 only)	SFP+	1/10 Gbps	Transceivers are sold separately.
F3–F4 (XGS 3380 only)	SFP28	1/10/25 Gbps	Transceivers are sold separately.

Other Ports	Type	Comment
COM	RJ45/Micro USB	You can connect a serial console to either the RJ45 or Micro USB COM port to access the CLI. Only one port can be used at any time. If both ports are connected then the Micro USB port will take precedence. The required connection settings are: • Bits per second: 38,400 • Data bits: 8 • Parity: N (none) • Stop bits: 1
USB	USB 3.0 (Type A)	You can connect a USB 2.0 or 3.0 compatible device to this port (e.g. USB thumb drive, 4G/5G dongles).
MGMT	RJ45 (100/1000/2500 Mbps)	We recommend using this dedicated port to connect your Admin PC.
Reset	Button	Press and hold for >10 seconds to reset the unit to factory default settings. All configuration, reports and patterns will be flushed.

Module Slots	Type	Comment
A	Flexi Port	Can be used for any Flexi Port module listed in the table below

Compatible Modules*	Comment
8 port GE copper	Flexi Port
8 port GE SFP	Flexi Port
4 port GE copper – 2 bypass pairs	Flexi Port
4 port 10 GE SFP+	Flexi Port
2 port 10 GE NBASE-T + 2 port 10 GE SFP+	Flexi Port

* SFP/SFP+ transceivers are sold separately.

Technical Specifications

	XGS 2380	XGS 3380
Physical Specification		
#Fixed Ethernet Ports	12	12
max. #Flexi Ports	8	8
#Cores Main CPU	20	24
Base Frequency	2.2 GHz base	2.2 GHz base
Main Memory	1 × 16 GB DDR5 UDIMM	2 × 16 GB DDR5 UDIMM
Storage	32 GB eMMC + 1 × 128 GB NVMe	32 GB eMMC + 1 × 256 GB NVMe
Power Supply	Internal auto-ranging AC-DC 100–240VAC, 3–6A@50–60 Hz Internal Redundant PSU Option	Internal auto-ranging AC-DC 100–240VAC, 3–6A@50–60 Hz Internal Redundant PSU Option
Power Consumption (idle)	80 W/273 BTU/hr	80 W/273 BTU/hr
Power Consumption (full load)	200 W/682.43 BTU/hr	200 W/682.43 BTU/hr
Mounting	Rackmount (1U sliding rails option) min. rack depth: 603 mm (23.74") max. rack depth: 930 mm (36.61")	Rackmount (1U sliding rails option) min. rack depth: 603 mm (23.74") max. rack depth: 930 mm (36.61")
Dimensions Width x Depth x Height	438 × 305 × 44 mm 17.24 × 12.01 × 1.73 inches	438 × 305 × 44 mm 17.24 × 12.01 × 1.73 inches
Weight (kg) unpacked/packed	5 kg/11.02 lbs (unpacked) 7.2 kg/15.87 lbs (packed)	5 kg/11.02 lbs (unpacked) 7.2 kg/15.87 lbs (packed)
Environmental		
Noise level (avg.) (Typical/Max Operation)	42/45 dBA	42/45 dBA
Operating Temperature	0°C to 40°C	0°C to 40°C
Storage Temperature	-20°C to 70°C	-20°C to 70°C
Operational/Storage Humidity	10% to 90% non-condensing	10% to 90% non-condensing
Altitude	2000m	2000m
MTBF (hours) (Telcordia SR-332 Issue 3)	131,387	120,958
Certifications (Safety, EMC)	CE, FCC, ISED, RCM, VCCI, BSMI, CB, UL, KC, Anatel, TEC	CE, FCC, ISED, RCM, VCCI, BSMI, CB, UL, KC, Anatel, TEC

LED Status

Status LEDs			
Power 1	Green	On	Power supply 1 active.
	Red	On	Power supply 1 failure.
Power 2	Green	On	Power supply 2 active.
	Red	On	Power supply 2 failure.
SSD	Blue	Flashing	SSD reading/writing data.

LEDs on each 1G/2.5G RJ45 Ethernet connector			
ACT/LNK (Left LED)	Green	On	1. The Ethernet port has established link. 2. Good connection between the Ethernet port and hub.
		Flashing	**The Ethernet port is sending or receiving network data.**
		Off	1. The Ethernet port has not established link. 2. No connection between both ends of network. 3. Network drivers have not been loaded or do not function correctly.
Speed (Right LED)	Amber	Flashing	**The Ethernet port is operating at 2.5 Gbps.**
		On	**The Ethernet port is operating at 1 Gbps.**
	Green	On	**The Ethernet port is operating at 100 Mbps.**

LEDs on each SFP/SFP+/SFP28 connector			
ACT/LNK	Green	On	1. The SFP/SFP+/SFP28 port has established link. 2. Good connection between the SFP/SFP+/SFP28 port and switch/hub.
		Flashing	**The SFP/SFP+/SFP28 port is sending or receiving network data.**
		Off	1. The SFP/SFP+/SFP28 port has not established link. 2. No connection to switch/hub. 3. Network drivers have not been loaded or do not function correctly.
Speed	Blue	Flashing	**The SFP28 port is operating at 25 Gbps.**
	Blue	On	**The SFP+/SFP28 port is operating at 10 Gbps.**
	Amber	On	**The SFP/SFP+/SFP28 port is operating at 1 Gbps.**
		Off	1. The SFP/SFP+/SFP28 port has not established link. 2. No connection between both ends of network. 3. Network drivers have not been loaded or do not function correctly.

LCD and Control Keys

The XGS 2380/3380 have an LCD and an operating unit with four membrane keys. In the LCD, 16 characters per line can be displayed.

SOPHOS
Protection

While the security appliance is booting this message is displayed

Firmware Version
SFOS xx.xx.xx

Firmware Version

LCD Menu Details

Firmware Version SFOS xx.xx.xx			
Main Menu **1. System Menu**	**System Menu** 1. Show Date	Wed 02 Sep 2026 06:56:38 BST	
	System Menu 2. Show Uptime	System uptime 0 days 2:46	
	System Menu 3. Show CPU	CPU Usage 0.19%	
	System Menu 4. Show Memory	Memory Usage Used: 26.66%	
	System Menu 5. Show LoadAvg	Load Average 0.01 0.4 0.07	
	System Menu 6. Show Disk	Show Disk 1. Total Usage	"Total Disk Usage 4%"
		Show Disk 2. Detail Usage	"Root 9% Temp 0%"
			"Config 9% Signature 5%"
			Reports 0%
	System Menu 7. Live Users	Live Users 0	

Firmware Version SFOS xx.xx.xx			
Main Menu **2. Network Menu**	**Network Menu** **1. Show Port 1**	Port A1 [LAN] 172.16.16.16	
	Network Menu **2. Show Port 2**	Port A2 [WAN] IP NOT ASSIGN	
	Network Menu **3. Show Port 3**	Port A3 [NA] IP NOT ASSIGN	
	Network Menu 4. Show All	Guest AP [LAN] 10.255.0.1	
		Port 1 [LAN] 172.16.16.16	
		Port 2 [WAN] IP NOT ASSIGN	
		Port 3 [NA] IP NOT ASSIGN	
		Port 4 [NA] IP NOT ASSIGN	
		Port 5 [NA] IP NOT ASSIGN	
		Port 6 [NA] IP NOT ASSIGN	
		Port 7 [NA] IP NOT ASSIGN	
		Port 8 [NA] IP NOT ASSIGN	
		Port F1 [NA] IP NOT ASSIGN	
		Port F2 [NA] IP NOT ASSIGN	
		Port F3 [NA] IP NOT ASSIGN	
		"Port F4 [NA] IP NOT ASSIGN	
		PortMGMT [LAN] 10.0.1.1	
	Network Menu 5. Show Gateway	GW1: Port 2	
Main Menu **3. Firmware Menu**	**Firmware Menu** 1. Show Firmware	FW1=SFOS 22.0.2 MR-2-Build54	
	Firmware Menu 2. Factory Reset	Factory Reset 1. v to Cont.	
		Factory Reset 2. Confirm	
	Firmware Menu 3. Shutdown	Shutdown 1. v to Cont.	
		Shutdown 2. Confirm	
	Firmware Menu 4. Reboot	Reboot 1. v to Cont.	
		Reboot 2. Confirm	
Main Menu **4. HA Info**	**Not Configured**		

Executable Actions

- **Factory reset:** All settings are reset to the factory settings. The factory reset function sets all of the configuration settings and options to their original state. All data entered after the initial installation will be deleted, including the HTTP proxy cache, the entire email queue, accounting and reporting data, passwords, and uninstalled Up2Date packages. The version of the software will not change. That is, all firmware and pattern updates that have been installed will be retained.
- **Shut down:** The security appliance is shut down. The shut down action allows you to turn off the system, and allows you to cleanly stop all running services.
- **Reboot machine:** The security appliance is rebooted. The reboot action will shut down the system completely and reboot.

Control Key Functions

Esc

The current menu is left. When the key is pressed a couple of times, the modifications are discarded and the initial state will be displayed.

▲ ▼

These keys are used to switch between the different menus and/or characters.

ENTER

Pressing executes the configured action.

Factory Reset

S.NO.	Action Item/press	What you see on the LCD	What it means
1.		SOPHOS Protection	Appliance is booting
2.		Firmware Version SFOS xx.xx.xx	Appliance has finished Booting
3.	ENTER	Main Menu 1. System Menu	Shows Main Menu first item
4.	▼ x2	Main Menu 3. Firmware Menu	Shows Main Menu Third item
5.	ENTER	Firmware Menu 1. Show Firmware	Enters Into Firmware Menu
6.	▼	Firmware Menu 2. Factory Reset	Shows Firmware Menu Second item
7.	ENTER	Factory Reset 1. v to Cont.	Press down key to continue
8.	▼	Factory Reset 2. Confirm?	Asks for Confirmation
9.	ENTER		Factory Reset under progress
10.		Firmware Version SFOS xx.xx.xx	Factory Reset Complete

Shut Down

S.NO.	Action Item/press	What you see on the LCD	What it means
1.		SOPHOS Protection	Appliance is booting
2.		Firmware Version SFOS xx.xx.xx	Appliance has finished Booting
3.	ENTER	Main Menu 1. System Menu	Shows Main Menu first item
4.	▼ x2	Main Menu 3. Firmware Menu	Shows Main Menu Third item
5.	ENTER	Firmware Menu 1. Show Firmware	Enters Into Firmware Menu
6.	▼ x2	Firmware Menu 3. Shutdown	Shows Firmware Menu Third item
7.	ENTER	Shutdown 1. v to Cont.	Press down key to continue
8.	▼	Shutdown 2. Confirm?	Asks for Confirmation
9.	ENTER		Shutdown Complete

Reboot Machine

S.NO.	Action Item/press	What you see on the LCD	What it means
1.		SOPHOS Protection	Appliance is booting
2.		Firmware Version SFOS xx.xx.xx	Appliance has finished Booting
3.	ENTER	Main Menu 1. System Menu	Shows Main Menu first item
4.	▼ x2	Main Menu 3. Firmware Menu	Shows Main Menu Third item
5.	ENTER	Firmware Menu 1. Show Firmware	Enters Into Firmware Menu
6.	▼ x3	Firmware Menu 4. Reboot	Shows Firmware Menu Fourth item
7.	ENTER	Reboot 1. v to Cont.	Press down key to continue
8.	▼	Reboot 2. Confirm?	Asks for Confirmation
9.	ENTER		Reboot under progress
10.		Firmware Version SFOS xx.xx.xx	Reboot Complete

Putting into Operation



Caution: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

Scope of Supply

The supplied parts are indicated in the Hardware Quick Start Guide.

Mounting Instructions

The XGS 2380/3380 appliances are designed for use in racks. Please consider the following security tips:



Important note: Functional reliability outside of a rack cannot be guaranteed.



Warnings and Precautions

The appliance can be operated safely if you observe the following notes and the notes on the appliance itself.

Rack Precautions

- Ensure that the leveling jacks on the bottom of the rack are fully extended to the floor with the full weight of the rack resting on them.
- In single rack installation, stabilizers should be attached to the rack.
- In multiple rack installations, the racks should be coupled together.
- Always make sure the rack is stable before extending a component from the rack.
- You should extend only one component at a time—extending two or more simultaneously may cause the rack to become unstable.

General Server Precautions

- Installation must be performed by qualified personnel
- Review the electrical and general safety precautions that came with the components you are adding to your appliance.
- Determine the placement of each component in the rack before you install the rails.
- Install the heaviest server components on the bottom of the rack first, and then work up.
- Allow the hot plug power supply modules to cool before touching them.
- Always keep the rack's front door, all panels and server components closed when not servicing to maintain proper cooling.

Rack Mounting Considerations

- **Ambient operating temperature:** If installed in a closed or multi-unit rack assembly, the ambient operating temperature of the rack environment may be greater than the ambient temperature of the room. Therefore, you should install the equipment in an environment compatible with the manufacturer's maximum rated ambient temperature.
- **Reduced airflow:** Equipment should be mounted into a rack with sufficient airflow to allow cooling.
- **Mechanical loading:** Equipment should be mounted into a rack so that a hazardous condition does not arise due to uneven mechanical loading.
- **Circuit overloading:** Consideration should be given to the connection of the equipment to the power supply circuitry and the effect that any possible overloading of circuits might have on overcurrent protection and power supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.
- **Reliable ground:** Reliable grounding must be maintained at all times. To ensure this, the rack itself should be grounded. Grounding screws for the appliance are on the rear of the chassis. Chassis Grounding is required. Particular attention should be given to power supply connections other than the direct connections to the branch circuit (i.e., the use of power strips, etc.).

Rack Mounting Instructions

To mount the appliance to the rack you need the delivered rack-mount kits. There are a variety of rack units on the market, which may mean the assembly procedure will differ slightly. You should also refer to the installation instructions that came with the rack unit you are using. Please observe the mounting instructions for your rack.



Important note: Make sure you use the screws supplied with the rack-mount brackets. Using the wrong screws could damage the hardware appliance and would invalidate your warranty.

1. **Attach the rack-mount ears to the appliance:**
   - Place the appliance on a hard flat surface with the front panel facing you.

     Please Note: There are two types of mounting brackets supplied with your appliance. Use the short brackets if you intend to also use sliding rails which are available as an optional accessory from your Sophos partner. Use the long mounting brackets if you don't want to use additional sliding rails or any other fixation for the appliance.
   - Attach the rack–mount brackets to the left and right side of the appliance with the supplied screws.
   - Make sure the brackets are properly attached to the appliance.



Important note: Please check the technical specs above for the min. and max. rack depth.

2. **Choose the rack location:**
   - Leave enough clearance in front of the rack so that you can open the front door completely (~60 cm/25 inches).
   - Leave approximately 80 cm/30 inches of clearance in the back of the rack to allow for sufficient airflow and ease in servicing.
   - This product is for installation only in a restricted access location (dedicated equipment rooms, service closets and the like).
3. **Install the sliding rails (optional):**
   - Please refer to the dedicated Sliding Rails Mounting Instructions shipped with the appliance.
4. In order to prevent the unit from unintentionally sliding out of the rack we strongly recommend fixing the rack-mount brackets to the front rack-mount posts by using screws and nuts supplied with your rack.

Connection and Configuration

How to connect the appliance is described in the Hardware Quick Start Guide. For configuration you can follow the initial setup wizard described in the WebAdmin Quick Start Guide or cancel it and perform a manual setup (see the Sophos Firewall How-To Library).

SFP/SFP+/SFP28 Ports

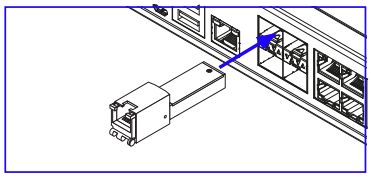
The XGS 2380/3380 models offer a variety of SFP/SFP+ ports allowing you to plugin various GBICs (transceivers) to connect to fiber or copper networks. The abbreviation SFP GBIC stands for small form-factor pluggable GigaBit interface converter, a flexible interface which changes electronic signals into optical signals. The converters used with the appliance are often also called Mini-GBIC or New GBIC.

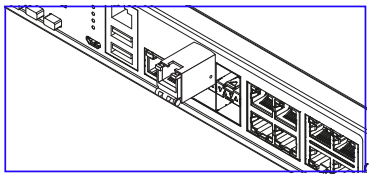
To use SFP/SFP+/SFP28 ports, you will need the appropriate transceivers or DAC cables (combining transceivers and cables into one). These are not delivered with the appliance but available through your Sophos partner. There are different module types, and the required type is determined by the existing network.

Note: The SFP+ ports of the Sophos FleXi Port modules are dual-rate capable supporting both 1GbE and 10GbE speeds when using appropriate GBICs also supporting both rates.



Caution: The SFP/SFP+/SFP28 ports use lasers to transmit signals over fiber optic cable. The lasers are compliant with the requirements of a Class 1 Laser equipment and are inherently eye-safe in normal operation. However, you should never look directly at a transmit port when it is powered on. Always install appropriate and UL approved Laser Class I Transceivers, rated 3.3Vdc, max. 1W, in the fiber ports before using the fiber ports.





Installing a SFP/SFP+/SFP28 module

Please read the operation manual for the module. Carefully insert the module into the port until it engages. The interface is immediately ready for use.

Removing a SFP/SFP+/SFP28 module

1. Remove the optical cable from the module which you wish to remove.
2. Remove the module carefully from the port.

Depending on when you purchased your module, it may have any of three different release mechanisms: a plastic tab on the bottom of the module, a wire bail, or a plastic collar around the module.

Please read the operation manual to the module.

Serial Console

You can connect a serial console to either the RJ45 or micro USB COM port to access the CLI. Only one port can be used at any time. If both ports are connected then the micro USB port will take precedence. You can use, for instance, the Hyperterminal terminal program which is included with most versions of Microsoft Windows to log on to the appliance console. If you want to connect to the Micro-USB COM port please use the supplied cable. If you want to connect to the RJ45 COM port please use a RJ45 to DB9 Adapter cable (not provided with the unit). The Pin-out for this cable is shown in the table below.

Sophos RJ45 Pinout

This pinout is compatible with Cisco Straight (X2) pinout serial cables.

Pin number	Function	Direction
1	RTS	Output
2	DTR	Output
3	TXD	Output
4	Ground	N/A
5	Ground	N/A
6	RXD	Input
7	DSR	Input
8	CTS	Input

The required connection settings are:

- **Bits per second:** 38,400
- **Data bits:** 8
- **Parity:** N (none)
- **Stop bits:** 1

Access via the serial console is activated by default on ttyS0. The connections of the appliances and the respective functionality are listed in chapter 'Operating Elements and Connections.'

Please Note: If you are connecting to the Micro USB port and it doesn't show up as COM port but as unknown hardware in your system, please download a Micro USB Driver from https://ftdichip.com/drivers/d2xx-drivers/.

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